SUBMISSION FORM

All submission forms must include the following information. Separate submission forms must be turned in for each eligible program. **Deadline: July 1, 2025.** Please include this submission form as the first page of your electronic entry. If you do not receive an email confirming receipt of your entry within 3 days of submission, please contact **Gage Harter**.
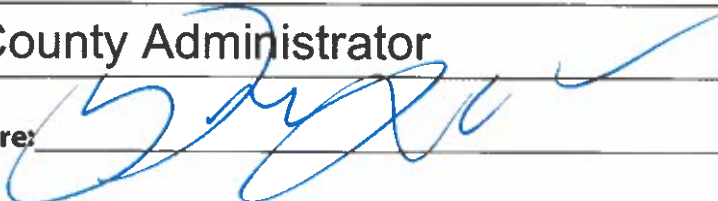
PROGRAM INFORMATION

County: Roanoke County

Program Title: Citizen Connect Permits Web Application Solution

Program Category: Technology

CONTACT INFORMATION

Name: David Wray

Title: GIS Manager

Department: Information Technology

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SIGNATURE OF COUNTY ADMINISTRATOR OR DEPUTY/ASSISTANT COUNTY ADMINISTRATOR

Name: Richard Caywood

Title: County Administrator

Signature:

EXECUTIVE SUMMARY

Roanoke County's Citizen Connect Permit Status Application provides easy access to permit status information, enhances transparency, and streamlines communication between citizens and the Development Services Department. Public users can conveniently check the status of their building permit applications by searching through various criteria, which significantly reduces the volume of inquiries made via phone or email.

The integration of technologies like Esri's ArcGIS Experience Builder and Cityworks API showcases a modern approach to efficiently develop public service applications. This initiative not only benefits users by providing timely information but also helps Roanoke County manage resources more effectively. If you have any questions or need further information about the application, feel free to ask our experts in Development Services of Roanoke County! The solution was fully implemented on June 1, 2024.

The Problem or Need for the Program

"Citizen Connect Permits" is a groundbreaking application aimed at enhancing public access to permit information in Roanoke County. The application achieves our specific needs and goals, ensuring maximum efficiency and effectiveness in deploying resources. In the future, the application can be supported and enhanced in-house. The custom widget within ESRI's Experience Builder serves as a powerful tool for citizens, enabling them to search for permits using various criteria like parcel ID, owner name, permit number, and address. The display of information for each permit is highly configurable, encompassing details such as 1) Parcel ID, 2) Account Number, 3) Owner Name, 4) Site Address, 5) Permit Number, 6) Permit Description, 7) Initiated Date, 8) Status and 9) Workflow Task Information. This application, and process, were created using the Citizen Connect solution by Solidsyntax, Esri's ArcGIS Experience Builder, ArcGIS JavaScript 4.23 API and Cityworks 15.8.7 API. The web application can be found at https://permits.roanokecountyva.gov/

Description of the Program

The challenges that we always described to our citizens highlight the need for a more efficient system to streamline access to permit status information. The previous reliance on multiple sources and the coordination of various departments not only consumed valuable time but also created barriers for residents and contractors seeking crucial information.

By developing a consolidated web application, the County has successfully addressed these issues. This new approach allows users to easily find permit status information using familiar search methods, making it more user-friendly and accessible. Additionally, optimizing the application for various platforms, including mobile devices, ensures that users can access information anytime and anywhere, which is especially important in today's fast-paced environment.

This initiative not only enhances the efficiency of Development Services but also empowers users to make informed decisions regarding their projects.

To streamline requests for permit status information from both staff and citizens, Roanoke County sought to create a solution for staff and citizens to access this information using any desktop and or mobile devices. The Citizen Connect Permits Web Application solution was designed from inception to offer a consistent experience on a PC, mobile phone, or tablet. Questions that required input from staff in several departments can now be answered independently and quickly through the integrated services offered in the Citizen Connect Permits Web Application solution, which creates efficiencies for staff and public users alike.

Staff and citizens can now use Citizen Connect Permits Web Application as a comprehensive solution to quickly access permitting and customer data through multiple searchable fields including, but not limited to, Parcel ID, Address and Permit ID.

Development Services utilizes the current application to validate client information in minutes which previously consumed hours of staff time and coordination.

Giving citizens readily accessible and easy-to-understand permit status information available in the palm of their hands, has reduced citizen calls for information, while overall customer satisfaction has increased. Citizen and staff adoption of the new Citizen Connect Permits Web Application solution is the strongest indicator of the app's ongoing success. Since the application's launch on June 1, 2024, the Citizen Connect Permits Web Application solution has served 27,000 pageviews. With the Citizen Connect Permits Web Application solution, Roanoke County has achieved its goal of offering staff and citizen a new level of access to the permit status information they need on any device, at any time, and anywhere it is needed.